

REPLY EXHIBIT LN-2

Proposed Documentation Change for Feature Identification

Pre-Ordering Overview – ~~V16.0~~ V17.0

History Log (Link blue text to: Replace Existing Download With Attached History Log)

Description

Pre-Ordering refers to the set of activities performed by you in conjunction with placing a service request with Qwest for Unbundled Network Elements (UNEs) or Resale Services. Performing Pre-Ordering activities allows you to validate details (e.g., end-user account information, facility and service availability, addresses, loop qualifications) prior to submitting service requests and avoids unnecessary errors and/or delays of your request.

The Pre-Ordering functions described in this section do not apply to all Wholesale Interconnection Products and Services (e.g., Local Interconnections Services (LIS) (Link blue text to: <http://www.qwest.com/wholesale/pcat/lis.html>), or Unbundled Dedicated Interoffice Transport (UDIT) (Link blue text to: <http://www.qwest.com/wholesale/pcat/udit.html>)). Refer to individual Wholesale Interconnection Products and Services (Link blue text to: <http://www.qwest.com/wholesale/pcat/index.html>) to identify requirements for products and services utilizing Access Service Ordering Guidelines (ASOG).

As a high level view of the Pre-Ordering functions available to you, this web page describes activities commonly performed by you, prior to submitting your service requests to Qwest. For example:

- Validate Addresses
- Review Customer Service Records (CSR)
- Reserve Telephone Number(s) (TNs)
- Facility Availability
- Service Availability
- Qualifying Loops:
 - Integrated Services Digital Network (ISDN)
 - Unbundled Asymmetric Digital Subscriber Line (ADSL) Compatible Loop
 - Qwest Digital Subscriber Line (Qwest DSL™)
- Schedule Appointment

UNE and Resale products and services utilize Qwest's Interconnect Mediated Access (IMA) web based Graphical User Interface (GUI) tool for Pre-Ordering functions. Since these activities may vary by individual product or service, refer to the information on the Wholesale Interconnection Products and Services (Link blue text to: <http://www.qwest.com/wholesale/pcat/index.html>) web pages. Refer to the Ordering Overview (Link blue to: <http://www.qwest.com/wholesale/clecs/ordering.html>) to view a matrix of Wholesale Interconnection Products and Services grouped by the ordering forms, Local Service Requests (LSR) or Access Service Requests (ASR), used to submit requests for Wholesale Interconnection Products and Services.

Detailed information on how to use Qwest's IMA Pre-Order functionality can be found on our IMA GUI (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/index.html>) and Electronic Data Interface (EDI) (Link blue text to: <http://www.qwest.com/wholesale/ima/edi/index.html>) web pages.

Non-IMA user information is addressed further within this web page.

Back to Top

Implementation

To access IMA's Pre-Ordering functions, you need to be properly set up and to complete a Personal Profile. Refer to IMA's Connection Guide (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/document.html>) for information.

Performing the Pre-Ordering activities described below allows you to avoid unnecessary errors and/or delays of your service request. Qwest's IMA fully supports these Pre-Ordering activities. Many of these functions are also supported by Qwest's Interconnect Service Center (ISC). Information is available in the Contact Section of this web page. (Link to anchor/header Contacts below)

Validating your end-user's address confirms that the service address is serviced by Qwest and is valid in Qwest's databases. If Qwest is unable to match your end-user's address to a single service address, your request may be rejected. Service address information includes:

- Street number prefix
- Street number
- Street number suffix
- Street directional prefix (e.g., North, South, etc.)
- Street name
- Street thoroughfare designation (e.g., St., Ave., Hwy, etc.)
- Street directional suffix (e.g., North, South, etc.)
- Descriptive or unnumbered addresses such as route numbers
- Unit or Apartment number, Room, Floor, or Building
- City (e.g., village, township, etc.), State, ZIP/Postal Code
- Customer Address Location Areas (CALA)/ Street Address Geographical Areas (SAGA)

With IMA you can validate up to ten addresses in a work session by using the Service Address or TN:

- By Street Address: Requires the street address
- By TN: Requires the Billing Telephone Number (BTN) at the service address

Based on the Street Address Guide (SAG) information, the address validation can be:

- Exact Match: End-user's address with Service Line, Primary Number Address, and Switch related information.
- Near Matches: Similar addresses allowing you to select one.
- Supplemental Matches: Multiple matches at the same location with a sampling of floors, rooms and buildings. To validate, determine if one is correct. The Local Serving Office (LSO) and Rate Zone are not provided, therefore the address must be revalidated using the street validation by adding the data (e.g., floor, room, etc.) required for an exact match.
- Multiple Matches: Multiple addresses to review, validate, and select from.
- SAG Only Match: Alerts you that facilities may not exist and additional data (such as a nearby working Qwest TN), is needed before submitting your service request. Qwest cannot guarantee your Desired Due Date (DDD) for a Street Address Guide only address.
- Multiple CALA/SAGA: When a Zip Code spans multiple cities/communities the SAGA and CALA data is used to identify specific Zip Code, Address, and City/Community combinations. IMA displays possible combinations allowing you to either select an address or correct the information.

For more specific information related to Address Validations in IMA refer to IMA's User Guide. (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

For non-IMA users, or when new housing/building developments or construction have not been added to Qwest's databases, the ISC agent will assist you with the address validation. If the address is not new but is invalid, Qwest will need to correct the address information within the system. In these cases, contact the ISC for further assistance. The ISC Agent will request the service address information to process an address correction and, if applicable, will provide the following information:

- NPA and NXX of the serving wire center
- Correct spelling of the street address (if applicable)
- Service availability (e.g., call waiting)

- Primary Interexchange Carrier (PIC) availability

Following are limitations/restrictions associated with CSR retrieval:

- When the CSR "AGAUTH" field is "N", not owned (i.e., accounts not owned by you), CSRs are not retrieved.
- Up to 30 different TNs could be retrieved at a time when you pull partial CSRs by Working Telephone Number (WTN).
- Only one is retrieved when you pull a CSR by ECCKT.
- A small CSR is considered up to 50 pages for IMA GUI and up to 75 pages for IMA EDI. A large CSR is considered up to 300 pages for IMA GUI and up to 450 pages for IMA EDI.
- The maximum number of pages returned at one time for a CSR is 300 pages in IMA GUI and 450 pages in IMA EDI.
- When a CSR has more than 300 pages in IMA GUI and 450 pages in IMA EDI, you will need to transmit the CSR using File Transfer Protocol (FTP).
- Entire CSRs cannot be retrieved for Centrex accounts you do not own. This does not include Centrex 21 (class of service (C21XX)).
- Independent Payphone Providers can only view accounts they own.
- You cannot retrieve CSRs for Summary Billed Accounts you do not own.
- You cannot retrieve CSRs in IMA Pre-Ordering for the following services:
 - Stand Alone Listings
 - Resale Frame Relay
 - Unbundled Feeder Loop

If you are placing an order to move an existing end-user who has Centrex or Centron service (Resale or UNE-P), all WTNs should be validated. This validation process is explained in the CLEC Process for Requesting End-User WTNs. (Link blue text to: New Download CLEC Process for Requesting End-User WTNs)

CSRs that contain multiple telephone lines will identify which line each Universal Service Order Code (USOC) is associated with by listing the TN as Field Identifier (FID) detail following the individual USOC. CSRs that contain only one line generally do not contain the TN FID detail following the individual USOC. All USOCs in the single line account are associated with the TN contained in the account number.

Before initiating activity, obtaining a CSR and placing orders on behalf of an end-user, you are required to have Proof of Authorization (POA) giving you permission to act on their behalf. (Link blue text to: <http://www.qwest.com/wholesale/preorder/index.html>). You may obtain authorization to act on behalf of end-users via written, oral, or electronic methods.

You need to verify that you own the end-user's account or that you have authorization to view the CSR or place orders. Authorization is not required if you already own the account. While it is not necessary that POA accompany your request, the indication of authorization is required when you request a CSR or submit LSRs for an account owned by Qwest or another CLEC.

When you request a CSR, IMA filters out the proprietary information prior to sending the CSR.

To determine if you own the end-user's account, Qwest compares your Reseller ID (RSID) for Resale services or CLEC ID (ZCID) for UNE service to the RSID or ZCID on the CSR:

- If the IDs do not match, your request for the CSR will be rejected and your CSR request will require proper authorization before you can view the CSR.
- If the IDs match, POA is not required; however, for IMA Pre-Ordering to retrieve your CSR an entry is required in the "AGAUTH" field.

Refer to IMA's User's Guide (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/imauser.html>) for more detailed instructions for retrieving and reviewing CSRs.

Non-IMA users may request a CSR from the ISC in one of two ways: a verbal request via the ISC CSR Hotline at 800 497-7539, or faxing your request to 520-439-0910. To initiate your CSR request, you need to complete and send the CSR Request Form, (Download: Pre-Order Downloadable CSR REQUEST FORM.xls) which will be processed on a first in – first out basis. The resulting CSR (50 pages for IMA GUI and 75 pages for IMA EDI) output will be delivered to you, either by email or fax. For larger CSRs, 300 pages for IMA GUI and 450 pages for IMA EDI, the output will be mailed or transmitted via FTP.

TNs may be requested for the following:

- New Service
- A new line on existing service
- Change of a telephone number

IMA offers you several options for requesting TNs:

- Select one or more of the TNs offered
- Exchange the TNs offered
- Reject the TNs offered

If the NPA NXX(s) you have requested are in a multi-switch CO and you have requested NPA NXX(s) involving UNE-P Centrex 21, Resale-Centrex 21 or Resale-POTS that involves adding another line to a hunt group or adding a line associated with existing voice mail, then you need to validate that the NPA NXX(s) you requested, match the NPA NXX(s) that are currently on the account, before you submit your request. If the telephone number reservation returns any NPA/NXX other than what was requested, you should call the ISC Help Desk for assistance in obtaining an appropriate TN to place on your request.

TNs you accept must be submitted on a service request within 30 calendar days from acceptance or the TN will be returned to the TN database. You cannot return a TN after it has been accepted. You can reserve nine TNs at a time for a given address. If you need more than nine TNs, contact the ISC for assistance. For more details on reserving TNs, refer to IMA's User's Guide. (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

Non-IMA users requesting TNs, may call the ISC and provide the following information:

- Valid service address
- Type of service (e.g., 1FR, Public Access Line (PAL), ISDN)
- Quantity of new TNs that will be requested

The ISC will offer TNs for your selection, giving you the following options:

- Verbally accept one or more of the TNs offered
- Exchange the TNs offered
- Reject the TNs offered

TNs you accept must be submitted on a service request within 30 calendar days from acceptance or the TN(s) will be returned to the TN database. The ISC will also assist you if you need more than nine TNs.

Note: TNs are not guaranteed until they are activated, therefore do not print the number on any letterhead, business cards or checks until you have validated the TN is working. There is a possibility that the TN could change.

You can request Vanity TNs by using IMA. For more detailed instructions regarding how to obtain Vanity TNs, refer to the IMA User's Guide. (Link blue text to: <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

If you do not use IMA, contact the ISC with the following information:

- Purchase Order Number (PON)
- DDD
- Requested TN
- NPA and NXX of the serving wire center from which lines will be provided

The ISC Agent will verify the availability and provide you with information per your request.

IMA offers you the ability to see if facilities currently are available or if new facilities are required to fulfill your end-user's service request when it involves new line(s), loop(s) or circuit(s) for the following services:

- Design Services (e.g., Centrex services, Private Lines, etc.) and High Capacity Signal (HICAP): Displays the number of circuits and lines, class of service, assignable ~~Universal Service Order Codes (USOCs)~~ USOCs, appropriate service code, and location of any Multiplexers (MUXs).
- Connecting Facility Assignment (CFA): Presents your valid CFAs including both available and assigned connecting facilities. Information regarding busy CFA is available in Appendix F of the Loop Qualification and Raw Loop Data CLEC Job Aid. (Link blue text to: http://www.qwest.com/wholesale/downloads/lqrlid_clecjobaid.pdf#)
- Converting POTS to Unbundled Loop: Lists loop characteristics for Unbundled Loop Service with Number Portability (LSNP) when migrating from one CLEC to another.
- Plain Old Telephone Service (POTS) Facility Availability: Shows the number and status of working lines at a location.
- Raw Loop Data: Retrieves Raw Loop Data by segments and sub-segments.

Detailed information related to facility availability checks and the results presented are found in IMA's User's Guide. (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

If you are not an IMA user, you may contact the ISC to perform facility availability checks.

IMA allows you to perform Loop Qualifications using the Loop Qualification Tool:

- ISDN: Verifies if the facility can handle the type and volume of the Integrated Service Digital Network-Basic Rate Interface (ISDN-BRI) lines requested.
- Qwest DSL: Verifies if the loop is qualified to carry DSL traffic.
- Unbundled ADSL Compatible Loop: Identifies if the line is qualified for ADSL Compatible Loop.

Loop qualification requests for Qwest DSL for 20 or more telephone numbers should be emailed to Qwest. Information regarding the process is described in Appendix E of the Loop Qualification and Raw Loop Data CLEC Job Aid.

(Link blue text to: http://www.qwest.com/wholesale/downloads/lqrlid_clecjobaid.pdf#page=107)

More detailed information on Loop Qualifications is described in IMA's User's Guide. (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

If you are not an IMA user, you may contact the ISC to perform Loop Qualifications at 1-888-796-9087.

IMA's Service Availability allows you to confirm if the products, services, and/or long distance carriers requested by your end-user are offered in the end-user's location and Qwest's CO. Using your Interconnection Agreement and the state identifier, IMA identifies the available services offered.

Refer to IMA's User's Guide (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>) for details related to IMA's Service Availability features. Contact an ISC Agent should you need assistance validating or resolving Service Availability related issues.

If you are not an IMA user, you may contact the ISC to perform service availability verification.

Reserving an appointment allows you to select the date and time you would like to have a Qwest technician dispatched for premises or non-premises work. A dispatch appointment is required when IMA's Facility Availability Response indicates a technician dispatch is needed for a new line installation or other physical work at the wire center or the end-user's premises. Refer to the individual product or service documentation on our Wholesale Interconnection Products and Services (Link blue text to: <http://www.qwest.com/wholesale/pcat/index.html>) web pages to determine which services require dispatch appointments.

The PON used when scheduling an appointment must be the same as the PON on the service request. If not, your service request will not have the reserved appointment. Your reservation will remain in effect for the established IMA business hours as defined, as well as additional information on Reserving Dispatch Appointments, in IMA's User's Guide. (Link blue text to <http://www.qwest.com/wholesale/ima/gui/imauser.html>)

If you are not an IMA user and your service request requires a set appointment, the date and time must be arranged by calling the ISC.

[Back to Top](#)

Training

Qwest 101 "Doing Business With Qwest"

- This introductory instructor-led training course is designed to teach the CLEC and Reseller how to do business with Qwest. It will provide a general overview of products and services, Qwest billing and support systems, processes for submitting service requests, reports, and web resource access information. Click here for Course detail and registration (Link blue text to: http://www.qwest.com/wholesale/training/ilt_desc_qwest_101.html) information.

IMA "Hands On"

- This introductory instructor-led training course teaches you how to use Qwest's IMA Graphical User Interface (GUI) to order wholesale products. You will experience interactive software demonstrations and participate in hands-on practice sessions to familiarize yourself with the IMA GUI system. Click here for Course detail and registration information. (Link blue text to: http://www.qwest.com/wholesale/training/ilt_desc_ima_handson.html)
- View Additional Qwest courses by clicking on Course Catalog. Link blue text to: <http://www.qwest.com/wholesale/clecs/escalations.html>

[Back to Top](#)

Contacts

- Qwest Wholesale Systems Help Desk: 888 796-9102
Note: Electronic System Interface Outage: In the case where IMA would be unavailable for an extended period of time, contact the Wholesale Systems Help Desk for assistance.
- Interconnect Service Center:
Main Number: 888-796-9087
CSR Hotline for Local Service Requests: 800-497-7539 Fax: 520-439-0910

- Wholesale Customer Contacts (Link blue text to:
<http://www.qwest.com/wholesale/clecs/escalations.html>)
- Qwest Service Managers (Link blue text to:
<http://www.qwest.com/wholesale/clecs/accountmanagers.html>)

Back to Top

Frequently Asked Questions (FAQs)

1. How can I become an IMA System user?

Contact your Qwest Service Manager for details.

2. What are the hours of operation for the IMA systems?

Hours of operation including extended hours (all hours are Mountain Time):

- Monday through Friday: 6:00 am to 12:00 Midnight
- Saturday: 6:00 am to 9:00 pm
- Sunday: 12:00 Noon to 6:00 pm

3. Are there any CSR restrictions I should be aware of when retrieving a CSR through IMA?

The following are some limitations/restrictions associated with CSR retrieval:

- When the CSR "AGAUTH" field is "N", un-owned (i.e., accounts not owned by you), CSRs are not retrieved.
- Up to 30 different TNs could be retrieved at a time when you pull partial CSRs by Working Telephone Number (WTN).
- Only one is retrieved when you pull a CSR by ECCKT.
- A small CSR is considered up to 50 pages for IMA GUI and up to 75 pages for IMA EDI. A large CSR is considered up to 300 pages for IMA GUI and up to 450 pages for IMA EDI.
- The maximum number of pages returned at one time for a CSR is 300 pages in IMA GUI and 450 pages in IMA EDI.
- When a CSR has more than 300 pages in IMA GUI and 450 pages in IMA EDI, you will need to transmit the CSR using FTP.
- Entire CSRs cannot be retrieved for Centrex accounts you do not own. This does NOT include Centrex 21 (class of service (C21XX)).
- Independent Payphone Providers can only view accounts they own.
- You cannot retrieve CSRs for Summary Billed Accounts you do not own.
- You cannot retrieve CSRs in IMA Pre-Ordering for the following services:
 - Stand Alone Listings
 - Resale Frame Relay
 - Unbundled Feeder Loop

4. Is there a preferred method for verifying an end-user's address?

By Street Address verification is preferred. Qwest's system PREMIS, the source of end-user account and address information for IMA-GUI, IMA-EDI and other applications, uses the Street Address Guide to validate all addresses when you submit a validation by address. Associating the end-user's account information with the address, PREMIS can also allow some addresses to be verified when a validation by TN is submitted. However, the account information is based on the account's class of service and only specific types of service are maintained in PREMIS (e.g., no design services accounts loaded). The following is a basic explanation of the data in PREMIS:

- Contains account information for "POTS-like" accounts (e.g., 1FR, 1FB)
- Stores nine accounts at one address as service orders are posted, in the order in which they are processed. Once nine accounts are posted, no other accounts can be loaded. When an account is disconnected from where nine lines existed, the next service order sent is loaded if the vacant cable and pair in PREMIS matches the cable and pair on the service order.

- Only Main Line Account Numbers or Billing Telephone Numbers (BTNs) are accepted. Additional or second lines are not. Due to volume capacity, PREMIS cannot accommodate all working TNs.
- TNs Ported In from outside their normal serving wire center cannot be used to validate an address; in this case validate by address. While verifying by TN can pull the last working location of the TN, the TN may no longer be working at the location.

If you are unable to validate an address by TN, call the Interconnect Service Center at 888-796-9087 for assistance.

[Back to Top](#)

Last Update: ~~February 17, 2003~~ March 10, 2003

Trademark Qwest Communications International, Inc.

META Tags: Validate Address; Review CSR; Schedule Appointment; Reserve telephone number; Service Availability; Check Facility Availability; Validate Connecting Facility Assignment; CFA; View Design Layout Record; DLR; Raw Loop Data; Meet Point Query